

## EVALUATION OF THE SERVICE

Dear Client,

At the end of your stay we invite you to take a few minutes to complete the following questionnaire. It will help us to evaluate our service and to understand how to make your next holiday even better.

Thank you for your assistance.

Period of stay from _____ to _____	City / Country:
Why did you choose to holiday in this area?	
Is this the first time you have stayed in this accommodation?  <input type="checkbox"/> no <input type="checkbox"/> Yes, the first time staying in this area <input type="checkbox"/> Yes, but I have previously stayed in other accommodation of your Association <input type="checkbox"/> Yes, I have already stayed in accommodation in the area, which was not part of your Association	
Why did you choose this accommodation?	
On the whole, how would you rate your stay in our area?  <div style="text-align: center;"> <input type="checkbox"/> Satisfied                      <input type="checkbox"/> Not satisfied                 </div> Reasons:	
On the whole how would you rate your stay in our accommodation?  <div style="text-align: center;"> <input type="checkbox"/> Satisfied                      <input type="checkbox"/> Not satisfied                 </div> Reasons:	
How would you rate the welcome you received? <input type="checkbox"/> very good / <input type="checkbox"/> good / <input type="checkbox"/> adequate / <input type="checkbox"/> poor	
How would you rate your reception at your lodgings and of the local community?  <div style="text-align: center;"> <input type="checkbox"/> very good / <input type="checkbox"/> good / <input type="checkbox"/> adequate / <input type="checkbox"/> poor                 </div>	
How would you rate the outdoor facilities?  <div style="text-align: center;"> <input type="checkbox"/> very good / <input type="checkbox"/> good / <input type="checkbox"/> adequate / <input type="checkbox"/> poor                 </div>	

How would you rate the services provided?  <input type="checkbox"/> very good / <input type="checkbox"/> good / <input type="checkbox"/> adequate / <input type="checkbox"/> poor	
How would you rate the affinity/match between your accommodation and the surroundings?  <input type="checkbox"/> very good / <input type="checkbox"/> good / <input type="checkbox"/> adequate / <input type="checkbox"/> poor	
How would you rate the information provided on the area?  <input type="checkbox"/> very good / <input type="checkbox"/> good / <input type="checkbox"/> adequate / <input type="checkbox"/> poor	
How would you rate the quality of the food and restaurant service (if provided )?  <input type="checkbox"/> very good / <input type="checkbox"/> good / <input type="checkbox"/> adequate / <input type="checkbox"/> poor	
Did you receive enough information from the owner / manager to explore the surrounding area and to enjoy your holiday?  <input type="checkbox"/> yes / <input type="checkbox"/> no	
Did you find what you were wanting for your holiday in our accommodation? <input type="checkbox"/> yes / <input type="checkbox"/> no	
Did you find clear information on prices and services? <input type="checkbox"/> yes / <input type="checkbox"/> no	Was there a match between what was advertised for our accommodation and what you found? <input type="checkbox"/> yes / <input type="checkbox"/> no
Will you return to this area or invite friends and relatives to come? <input type="checkbox"/> yes / <input type="checkbox"/> no	Will you return to this accommodation or invite friends and relatives to come? <input type="checkbox"/> yes / <input type="checkbox"/> no
Was there something with which you were dissatisfied:	
Suggestions for improvement:	
When did you find out about our Association?  <input type="checkbox"/> before booking <input type="checkbox"/> when booking  <input type="checkbox"/> during the holiday <input type="checkbox"/> only when completing this questionnaire	
Comments:	